



COMPANY OVERVIEW

PhenomComm delivers measurable improvements in airport guest experience through proven service excellence consulting and strategic staff development. With 20+ years of talent development expertise and direct success at award-winning terminals, we drive enhanced customer satisfaction, operational efficiency, and team performance.

Core Competencies

- ∞ **Guest Experience Consulting** – Airport service excellence assessment and enhancement
- ∞ **Instructional Curriculum Design** – Custom training programs tailored to unique operational needs
- ∞ **On-Site Training Delivery** – Interactive, engaging training delivery that drives behavior change
- ∞ **Performance Assessment & Analytics** – Data-driven measurement and continuous improvement strategies
- ∞ **Executive Coaching** – Leadership development for hospitality management teams

Differentiators

- ∞ **Proven Airport Excellence Track Record** – Direct operational success at award-winning terminals including LaGuardia Terminal B and major NYC gateway facilities
- ∞ **Complete Training Lifecycle Management** – 20+ years delivering full-cycle solutions from needs analysis to sustained performance outcomes
- ∞ **Multi-Stakeholder Coordination** – Proven ability to align and train diverse teams including airlines, contractors, retail partners, and government agencies
- ∞ **Leadership-to-Frontline Expertise** – Dual capability in executive coaching and frontline service training, enabling organization-wide alignment from vision to execution

Geographic Service Area

Based in New York, serving NYC metro & national clients

Past Performance

LaGuardia Airport Terminal B – Premium Service Excellence

World's Best New Airport Terminal 2023 | 5-Star Skytrax Rating

- ∞ Facilitated terminal-wide training program spanning retail, food & beverage, contractors, airlines, and TSA officers
- ∞ Conducted terminal audits with simultaneous performance coaching and feedback
- ∞ Served as exclusive GX trainer, providing specialized instruction and program delivery (Sep 2021 – Apr 2024)
- ∞ April 2024: 2,000+ trained; Net Promoter Score =70

JFK Terminal 4 – Restaurant Service Transformation

JFKIAT/SSP America Partnership

- ∞ Delivered comprehensive customer service consulting for full-service dining operations including one-on-one coaching and performance analysis
- ∞ Developed sustainable training model for ongoing performance management

JFK Terminal 8 – Employee Engagement & Performance

URW Guest Experience Management

- ∞ Implemented employee engagement initiatives to elevate customer experience amid active terminal construction
- ∞ Monitored and analyzed performance metrics to drive operational excellence (ASQ score improvement QoQ)
- ∞ Delivered customer service training programs across terminal concessions
- ∞ Provided operational support for terminal development and community outreach projects

Additional Experience

Corporate Training & Development

Delivered professional development to 1,000+ corporate professionals across healthcare, energy, and public sectors
University of SC | PRISMA Health | Dominion Energy | Midlands Technical College | SC Dept of Public Health | Carolinas Credit Union League | SC Vocational Rehabilitation

Roles: Keynote speaker, Executive Coach, Professional Development Trainer, Conference Moderator

Certifications & Industry Codes

MWBE: NYC & PANYNJ | **ACDBE:** In Process

NIGP: 918-38, 924-60, 961-61, 924-35, 924-05, 924-16

NAICS: 611430, 611699, 541611, 541612

SIC: 8742-28, 8742-64, 8742-33

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